

Program Management Office – Defense Travel System

Optional Services Catalog



Version 2

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Introduction

This catalog describes optional Defense Travel System (DTS) services that are available to any Department of Defense (DoD) organization to purchase on a fee-for-service basis. These services augment the implementation and training support provided by the Program Management Office – Defense Travel System (PMO-DTS).

The catalog provides a description of each optional service and an accompanying fee structure. The PMO-DTS acknowledges that the contractors listed are experienced in DTS activities.

DoD organizations can arrange to purchase these services, but are under no obligation to do so. The timeline provided for each optional service indicates how far in advance an organization should place an order for a particular optional service. Purchase of these services will be through the PMO in accordance with the purchase procedures identified in this catalog. DoD organizations may select which optional services are desired, as well as locations and dates.

The different types of optional services offered are as follows:

- [Training Support](#);
- [Policy Training Support](#);
- [Fielding Support](#);
- [Base Infrastructure Assessment \(BIA\) Support](#);
- [Business Processes Analysis and Facilitation Support](#);
- [Life Cycle Performance Measurement \(LCPM\)](#).

Interested parties may contact the PMO-DTS to discuss the details of these optional services and get recommendations from the PMO on what services are best for them. Please contact pmodts@osd.pentagon.mil with questions.

Comments on this catalog may be forwarded to pmodts@osd.pentagon.mil. Updates to this catalog may be found at www.defensetravel.osd.mil.

Training Support

Contractor: Northrop Grumman Mission Systems (NGMS)

Optional Service: NGMS offers several DTS training support packages. One package is specifically for Defense Travel Administrators (DTAs), two are for Train the Trainer (TTT) instruction, and two others are available for DTS users training by NGMS. Classes can be offered at either a Government site or at NGMS.

Purpose of Service: To facilitate training on the Defense Travel System by DoD Service and Agency-designated personnel by fee-for-service basis.

Description: Each training package consists of four consecutive training days. The 4-day TTT course has two delivery options. Option A includes 1 two-day session of TTT course and 1 two-day session of TTT Coaching. Option B includes 2 two-day sessions of TTT course. This training will include a web-based training environment, classroom training, and computer-based training. The three DTS Users Training packages provide for NGMS training of various users (i.e., Unit Travel Clerks/DGEs, travelers and AOs). NGMS will provide training curriculum and instruction that includes the most realistic travel scenarios possible, with the instruction slightly tailored for the sites receiving training, including illustrations specifically related to their locations. Each course includes an evaluation form to be completed by students at the completion of courses that will measure the effectiveness of training instructors, courses, and materials.

- **Defense Travel Administration Course.** The Defense Travel Administration (DTA) course is a four-day class that provides a comprehensive overview and instructions of DTS function (i.e., Admin Setup: establishing organizations, routing lists, groups, and permission levels). Instruction on document preparation and Authorizing Official (AO) route and review procedures is also included in this course. Attendees will receive materials that will enable DTA personnel to set up, verify, upload, and maintain those databases needed for DTS to be operational at a site. Finally, the course materials include a Tier II Help Desk trouble-shooting guide to address frequently encountered problems.
- **Train the Trainer Course.** The objective of the class is to provide DoD Service and Agency designated instructor personnel with the knowledge and skills necessary to teach DoD civilian, military, and support contractors designated as end users how to prepare DTS documents (i.e., authorizations, vouchers from authorizations, local vouchers) and perform AO route and review document approval procedures. The course will provide detailed instruction on the presentation of DTS materials, including the use of training media and methodologies. The course will provide DoD trainers with a set of materials that includes an instructor's manual and documentation preparation manual to be used by the DoD trainers in teaching their classes. This course can be presented in either of two options.

- **Option A: Train the Trainer Course.** This option consists of day TTT training followed by 2-day coaching class. During the first 2-day training class, TTT instructors are provided instruction on how to present DTS document preparation and AO route and review (web mode) classes. The curriculum includes instruction on training materials, methodology and use of the Enterprise Web Training System (EWTS). This is followed by a 2-day TTT coaching class. The purpose of the class is to provide support for DoD trainers while they are teaching the DTS end user course. Support activities include answering questions that the DoD trainer is not able to answer and providing any on-site guidance that the DoD trainer may need while teaching.
- **Option B: Train the Trainer Class.** This option consists of two 2-day TTT training classes during which TTT instructors are provided instruction on how to present DTS document preparation and AO route and review (web mode) classes. The curriculum includes instruction on training materials, methodology and use of the EWTS.
- **User Training Classes.** Three different user training class combinations are available in four consecutive day training packages. The four consecutive day training packages will consist of a combination of training courses. The training courses are described below. A maximum of 8 hours of training (e.g., two 4-hour courses) can be provided in a day. The training curriculum and instruction includes the most realistic travel scenarios possible and can be tailored for the sites receiving training, including illustrations specifically related to their location.
- **User's Advance Course.** This 2-day course of instruction provides an in-depth overview and hands-on instruction on DTS web mode document preparation and AO route and review procedures. It is designed for Unit Travel Clerks, Designated Government Entities (DGEs), and Authorizing Officials.
- **Traveler's Document Preparation Basic Course.** This 4-hour course of instruction provides an overview of DTS and hands-on instruction on basic document preparation (i.e., authorizations, vouchers from authorizations, etc.) using DTS in the web mode.
- **Authorizing Officials Basic Course.** This 4-hour course of instruction provides a comprehensive overview and hands-on instruction of the DTS route and review (web mode) procedures for document approval. The course prerequisite is that attendees must have taken the Traveler's Document Preparation Basic Course prior to attending this class.

The following table provides a summary of Training Support offered via the Optional Services Catalog.

Description	Length	Class Size	Presentation Format	Primary Audience
DTA Course	4 days	20 per class	Overview and hands-on instruction	DTAs, Transportation Officers, Budget/Finance Personnel
TTT Course (Option A or B)	2 days	20 per class	Overview and hands-on instruction	Train the Trainer Instructors
TTT Coaching (Option A)	2 days	TBD	Hands-on	Train the Trainer Instructors
User's Advance Course	2 days	20 per class	Overview and hands-on instruction	Unit Travel Clerks, Designated Government Entities (DGEs), AOs
Traveler's Document Preparation Basic Course	4 hours	20 per class	Overview and hands-on instruction	All travelers
Authorizing Officials Basic Course	4 hours	20 per class	Overview and hands-on instruction	Authorizing Officials

Deliverables: NGMS will provide each student with a set of class materials. NGMS will update training materials and publish the updates on the DTS website to ensure all DTS users have the most current information available to them. Users should check the website *Training/Training Manuals* page periodically for the list of changes made to training materials.

NGMS will provide two instructors, training materials/manuals and equipment (e.g., 20 laptops, large-screen projector) required to conduct the optional classes.

Government Furnished Equipment (GFE): The Government site will be required to provide adequate facilities (e.g., a classroom or conference room of sufficient size to accommodate the selected class, tables and chairs) and equipment (e.g., a VCR for video presentations) needed for the presentation of the training class. Specific support requirements will be coordinated with the site as required.

Ordering Timelines: PMO-DTS scheduled training has priority over optional services training. Therefore, the Services and Agencies must request training not later than 150 days prior to the dates desired. Later requests will be accepted; however, dates will be coordinated for first available openings.

Price Structure: Training packages are four consecutive days. The DTA Course is four days in total. A combination of a TTT Course and TTT Coaching can comprise the four days, or two two-day segments of either can be scheduled. The User Training Classes are offered in 4 consecutive day packages and can be provided in the different combinations described above.

Description	Price ¹
Training Support	
DTA Course (4-day course)	\$15,947.51
Train the Trainer Course (4 days; 2 each 2-day courses)	\$15,947.51
Train the Trainer Course (4 days; 2 day TTT course + 2 day TTT coaching)	\$15,947.51
User Training Classes at a Service/Agency-designated location (4 days; User's Advance Course, Traveler and/or AO 4-hour basic course combinations)	\$14,760.03
User Training Classes at NGMS (4 days; User's Advance Course, Travel and/or AO 4-hour basic course combinations)	\$11,276.69

Contractor POC:

Contracts: Charlene Fines, 703-968-2220, Charlene.Fines@ngc.com

Technical: Lisa Godfrey, 703-968-2348, Lisa.Godfrey@ngc.com

¹ Prices are current through 31 March 2004.

Policy Training Support

Contractor: Soza & Company, Ltd. (SOZA), DAAB15-02-F-0021.

Optional Service: SOZA offers training on Government travel policies and procedures and help desk operations.

Purpose: To facilitate training of applicable DoD policies and procedures which govern travel for the Defense Travel System by DoD Service and Agency-designated personnel and to provide training on the set-up and management of the organization's DTS Help Desk.

Description: Each class is one day in length and will include an evaluation form to be completed by students at the completion of the course that will measure the effectiveness of training instructors, courses, and materials. A detailed description of each of the courses to be offered follows:

- **Government Travel Policies and Procedures Course.** This course is a one-day class that provides attendees with information on all pertinent DoD policies and procedures that govern travel using the DTS. All applicable travel policies and procedures, in accordance with the Joint Federal Travel Regulations (JFTR) and Joint Travel Regulations (JTR), as well as those travel procedures of other pertinent DoD regulations, will be discussed in detail and explained. This class is applicable for all DTS users but may be tailored on request to focus on one specific audience such as authorizing officials, finance personnel, travelers, etc. Attendees will receive materials that will enable them to make sound travel decisions while ensuring compliance with applicable DoD travel regulations.
- **Help Desk Course.** This course is a one-day class in which two four-hour Help Desk training sessions (not to exceed (NTE) 20 students per class) are provided. The purpose of this training is to explain to the attendees the DTS Help Desk philosophy, Tier concept, and escalation procedures for Help Desk problems. Recommendations for staffing, management, data collection and general Help Desk practices will be explained. The importance of tracking Help Desk requests and possible solutions will also be discussed. Lastly, all of the various DTS Help Desk reference materials will be reviewed and students will participate in actual problem-solving exercises. DTS Help Desk training is not designed to make the student a technical expert on all possible problems that may be encountered when using the DTS but rather the training will provide the necessary tools and information for DTS Help Desk personnel to better support their customers in using DTS and assist in problem solving.

The following table provides a summary of Training Support offered via the Optional Services Catalog.

Description	Length	Class Size	Presentation Format	Primary Audience
Government Travel Policies and Procedures Course	1 day	TBD	Overview	DTAs, Authorizing Officials, Travelers
Help Desk Course	two 4 hour classes	20 per class	Overview	DTAs, Help Desk Support Personnel (must have previously attended the DTS DTA course)

Deliverables: SOZA will provide each student with a set of class materials (NTE 25 sets). SOZA will provide one instructor, training materials/manuals (NTE 25 sets) and equipment required for the conduct of the optional classes.

Government Furnished Equipment: The Government site will be required to provide adequate facilities (e.g., a classroom or conference room of sufficient size to accommodate the selected class, tables, and chairs) needed for the presentation of the training class. Specific support requirements will be coordinated with the site as required.

Ordering Timeline: PMO-scheduled training has priority over optional services training. Therefore, the Services and Agencies must request training not later than 150 prior to the dates desired. Requests will be accepted later, however, dates will be coordinated for first available openings.

Price Structure:

Description	Price ²
Policy Training Support (does not include travel)	
Government Travel Policies and Procedures Course (1-day course)	\$2,484.00
DTS Help Desk Course (two ½ day courses)	\$2,484.00

Travel requirements, as identified, shall be reimbursed to SOZA for lodging, meals and incidental expenses in an amount not to exceed the maximum per diem rates established by the Joint Travel Regulations (JTR). All SOZA travel shall be pre-approved by the sponsoring Service and/or Agency.

Contractor POC: Richard Pineda, (703) 813-1900, ext. 7406, Richard.Pineda@ps.net

² Prices are current through 31 July 2004.

Fielding Support

Contractor: Northrop Grumman Mission Systems (NGMS)

Optional Service: NGMS offers Fielding Support for Phase II/III sites.

Purpose of Service: To provide augmentation Fielding Support.

Description: The nature of this service is to provide dedicated Fielding Support Team(s) to DoD organizations to perform a variety of fielding support activities. Fielding Support services can be purchased in either 6- or 12-month increments. The fielding support will be provided by three-person teams consisting of one senior analyst team leader and two junior analysts or by six person teams consisting of two senior analysts (one acting as team lead) and four junior analysts.

Fielding support activities include the full range of DTS implementation support activities. These activities include senior planning support, planning and management support, site organizational planning augmentation and Lead DTA and Tier II Help Desk augmentation. Each of these support activities is described below. The requesting Service or Agency shall detail the specific fielding support desired for the fielding teams requested.

Senior Planning Support includes providing support to a Service/Agency/command/site staff in preliminary implementation planning, organization phasing, and schedule integration with mission activities. Its primary purpose is to support the Commander and key staff by explaining implementation actions, timing, sequencing, and workloads to facilitate creation of an implementation concept compatible with site mission requirements.

Planning and Management Support involves NGMS working directly with Service/Agency/command/site staff to prepare implementation plans and procedures, to include coordination and actions needed to integrate Certifying Officer requirements, CTO support, etc., at the site using DTS. Planning and Management Support also includes assistance with plan execution. Its primary purpose is to provide staff augmentation and DTS expertise to facilitate implementation where staff's planning resources are insufficient to support this effort due to mission requirements.

NGMS will provide Site Organizational Planning Augmentation staff ("Appendix S" planning) to assist site staff in defining organizational and routing list naming sequences, defining groups, and completing person sheets. The primary purpose of Site Organizational Planning Augmentation is to augment site staff with hands-on information organization and templating support and data entry support.

The primary purpose of Lead DTA and Tier II Help Desk Augmentation is to augment the existing site LDTA and Help Desk personnel with DTS-specific expertise. NGMS will assist local staff in finalizing routing lists, budgets, dry run execution, using training and

establishing a Tier II Help Desk Capability for the site. Examples are establishing procedures for call recording and problem solving, resources and references, frequently asked questions (FAQs) for problem solving, staffing and staff qualification.

Deliverables: as described above.

Government Furnished Equipment (GFE):

Ordering Timelines: Requests shall be submitted 90 days prior to requested start date. The first 30 calendar days of the performance period will be dedicated to internal NGMS training, after which actual fielding activities will begin. The fielding support teams can work out of the NGMS facility or can be co-located with the requesting activity.

Price Structure: NGMS will offer services on a Firm-Fixed Price basis. The following table provides a summary of Fielding Support offered and prices.

Description	Length	Location	Price ^{*3}
3 person team	6 months	Government Site or NGMS	\$ 299,359.34
3 person team	12 months	Government Site or NGMS	\$ 598,716.33
6 person team	12 months	Government Site or NGMS	\$1,197,435.01

* Price does not include travel.

Travel requirements, as identified, shall be reimbursed to NGMS for lodging, meals and incidental expenses in an amount not to exceed the maximum per diem rates established by the Joint Travel Regulations (JTR). All NGMS travel shall be pre-approved by the sponsoring Service and/or Agency.

Contractor POC:

Contracts: Charlene Fines, 703-968-2220, Charlene.Fines@ngc.com

Technical: Lisa Godfrey, 703-968-2348, Lisa.Godfrey@ngc.com

³ Prices are current through 31 March 2004.

Base Infrastructure Assessment

Contractor: ASI (Enventis), DAAB15-02-F-0020.

Optional Service: Base Infrastructure Assessment

Purpose: To assess the capability of the infrastructure of a base/installation to support the fielding of DTS.

Description: The Base Infrastructure Assessment (BIA) is intended to provide information on a site's infrastructure and its ability to support the DTS prior to its being fielded to a particular site. It represents a team effort involving the PMO-DTS, ASI (Enventis), and the Service/Agency site personnel. The PMO-DTS conducted a BIA at each DTS pilot site to assess the site's infrastructure readiness to operate the system. Sites preparing to receive DTS can use a PMO-DTS-prepared self-assessment document called the DTS Site Guidance Package, or can elect to have ASI (Enventis) conduct a BIA under this Optional Services Catalog.

A BIA is conducted in three phases: Preparation, On-Site Base Infrastructure Assessment, and Documentation. Each phase is described below.

Preparation - ASI (Enventis) will perform the following with the appropriate Service/Agency representatives:

1. ASI (Enventis) will contact site-level personnel to collect background information from the site infrastructure assessment checklist (provided to each site at least two weeks prior to contact by ASI (Enventis)) and network topology drawings depicting the base core LAN, firewall and access points to the NIPRNet. This information, along with the NIPRNet modeling data that was previously generated for each site by DISA, will be provided to ASI (Enventis) prior to their arrival on site to give them a better understanding of the site network infrastructure.
2. Approximately two weeks after receipt of the background information identified in step 1 above, a coordinated conference call with site-level IT personnel and ASI (Enventis) will be scheduled. This will be a question and answer session relating to the site diagrams, determination of network tool availability on site for remote monitoring (RMON) and switch probes used to collect network statistics, and coordination of logistics for on-site visit activities.
3. If the capability exists, site level personnel and NGMS will run trace routes to and from the base (NGMS) to determine the in-outbound paths between the two end test point locations. This information will be provided to ASI (Enventis). If site level personnel cannot perform this step, ASI (Enventis) will perform these steps the first day they are on site.

4. Using the trace route information, ASI (Enventis) will create a network diagram and pass information to the DISA/NOC-C (NIPRNet Operations Center) with a request to collect statistics on the data path. ASI (Enventis) requires the DISA/NOC-C to collect the following information on all network devices between the two end test points:
 - In/outbound queue drops
 - Interface load and reliability
 - CPU utilization
 - Buffer statistics
 - Bandwidth utilization on all links between the two test points

On-Site Tasks - For a period of approximately one week, ASI (Enventis) and the Service/Agency representatives will work with the site personnel in performing the BIA:

1. Day 1: ASI (Enventis) meets with on-site personnel. This meeting will include a complete walk-through of base network infrastructure, review of network diagrams, tour of wiring closets, main server rooms (switches, routers, hubs) and set up of network management tools, as required. One full day is planned.

If the Service/Agency site is unable to support the requirement of providing network management tools for the site infrastructure assessment, ASI (Enventis) will use a Network Instruments Observer LAN Analyzer, Release 7.1a, with Observer Suite. Observer is a single segment and multi-segment LAN analyzer, troubleshooting and long-term trending tool set.

Once on site, ASI (Enventis) and NGMS will run trace routes from the base and to the base (from NGMS) to determine the in-outbound paths between the two end test point locations.

Utilizing the trace route information, ASI (Enventis) will create a network diagram and pass information to the DISA/NOC-C (NIPRNet Operations Center) with a request for them to collect statistics on the data path.

2. Days 2–5: ASI (Enventis) will work with the site personnel throughout each workday to complete the following tasks:
 - Run baseline analysis of base LAN to obtain current health statistics. Review configurations and troubleshoot issues with base personnel, as required.
 - Determine peak/off-peak times of day and run successive PING tests by sending 100 PINGS with packet sizes of 100 bytes, 512 bytes, and 1024 bytes to determine delay and packet loss between the two end points.

- At random times throughout the day, FTP a 10Mb test file from NGMS to the base to determine throughput and possible points of congestion.
- Run and record step-by-step application testing (Create Authorization, Approve Authorization, Create Voucher, Approve Voucher) and document output in the test environment.
- Received from NGMS server statistics during application testing time frame. This includes CPU utilization, memory, number of secure connectors, etc. This information will be included in the ASI (Enventis) report.
- Review daily statistics and troubleshoot issues with base personnel, as required.

Documentation. Approximately 10 days after completion of on-site tasks, ASI (Enventis) will provide a written report to the Service/Agency providing results (response times, firewall performance, bandwidth issues, etc.) and identifying possible recommendations (infrastructure upgrades to servers and land lines, firewall upgrades, etc.) as a result of the BIA. The Service/Agency will distribute the report to all involved parties. Upgrade implementation is the responsibility of the Service/Agency.

Deliverables: BIA report for the subject base/installation.

Government Furnished Equipment: DoD personnel must assist ASI (Enventis) as indicated above.

Ordering Timeline: Recommend BIA be conducted 120-180 days prior to DTS stand-up at a site/installation.

Price Structure: ASI (Enventis) will perform each BIA on a Firm Fixed Price (FFP) basis, including travel, as indicated below. Note: For OCONUS BIAs, an adjustment in the FFP may be required depending on overseas travel costs.

Description	Length	Location	Price ⁴
Base Infrastructure Assessment	5 Days	Government Site	\$8,000.00

Contractor POC: John Warner (ASI), 703-607-1498, extension 197, warnerj2@osd.pentagon.mil

⁴ Price is current through 28 February 2005.

Business Processes Analysis

Contractor: Soza & Company, Ltd. (SOZA), DAAB15-02-F-0021

Optional Service: SOZA offers Business Processes Analysis Facilitation consulting services.

Purpose of Service: Provide the Services and Agencies with consulting services to conduct Business Processes (BP) Analysis sessions/workshops during the implementation of DTS to DoD Services and Agencies.

Description: The Services and Agencies are tasked with providing business process analysis, functional analysis, and group facilitation in support of DTS fielding. The Services and Agencies are responsible for assembling teams to provide business processes support to the DTS fielding site locations. SOZA will provide a BP team consisting of a Lead Facilitator/Workflow Analyst and a Business Process Specialist to assist in the Service/Agency effort.

The SOZA approach to conducting DTS business process analysis utilizes both traditional facilitation or *"consensus gathering"* and specific functional business process analysis derived from DoD Service and Agency travel process expertise. SOZA will provide facilitation/co-facilitation process analysis support to the Services and Agencies. The SOZA BP analysis team in cooperation with the Services/Agencies site lead will identify the information required to prepare an *"as is"* process mapping for the site. The SOZA BP analysis team will then use group consensus to validate this process mapping during the Service/Agency BP session to ensure the *"as-is"* model accurately reflects current Services/Agencies travel processing. Upon baseline validation, SOZA Facilitators will assist the Services/Agencies in developing a DTS *"to-be"* model based on the future concept of DoD travel processing under DTS. SOZA Facilitators provide the guidance necessary to allow Services and Agencies to meet the following DTS BP Analysis objectives.

- **PRE-SITE PREPARATION** - SOZA will provide guidance and assistance in the development of a BP analysis workshop agenda and provide the lead in preparation of existing travel process data that will assist the Services and Agencies in capturing and validating the current day *"as-is"* travel processes on site. A SOZA BP team lead will be assigned to each requesting Service/Agency representative. The SOZA BP team lead will provide guidance in pre-site preparations and development of functional requirements and baseline data necessary to conduct the DTS BP site visit. DTS BP site visits will be conducted after DoD Service/Agency site personnel have received DTS background briefings and DTA training. SOZA will work with each Services/Agencies representatives to verify these DTS implementation milestones have sufficiently been completed.

- **ON-SITE PREPARATION** - Development of an “as-is” model with group validation and development of a DTS “*to-be*” model based on the viewpoint of the future. This involves constructing a “*to-be*” workflow based on adherence to the “DTS Concept of Operation”, DoD, service, and major command business rules, and the implementation strategy of deploying DTS. Due to the nature and mission of the Service/Agency organizations, the scope of the site visit may include a multitude of departments, units, organizations, tenant organizations, etc. Typically, a SOZA BP site visit will be capable of providing BP facilitation support for upwards of 4 separate organizations per day, depending on the diversity of each organization. This will be more clearly defined in the pre-site visit preparation planning between the SOZA BP lead and the Services/Agencies site lead. SOZA BP team coverage is planned accordingly. During the BP site visit, SOZA will provide assistance to the Services/Agencies in the initial draft preparation of their Service/Agency site-specific business rules.
- **POST TRIP PROCESS** - SOZA will provide the Services/Agencies with a draft “Summary Trip Report”. This report should provide a detailed understanding of the activities and results encountered during the DTS BP site visit. Each summary trip report will be prepared immediately after the site visit. Inputs into the summary trip report will be provided from all SOZA BP team members with inputs from the Service/Agency stakeholders and representatives. This summary report will be submitted for review to the DTS Service/Agency implementation lead. Included in this report will be the final workflow diagrams for “as-is” and “to-be” process analysis activities. This detailed information will help the Services/Agencies to identify potential problems at the site as well as areas where DTS might provide additional benefits. The results of the DTS BP site visit and the contents of the summary trip report are intended to help guide the Services/Agencies through DTS setup and full implementation.

Deliverables:

- Develop an agenda for delivery of DTS BP analysis and Facilitation support.
- Development and validation of an “as-is” model of current day travel processes.
- Development and validation of a “to-be” future model of DoD travel under DTS.
- Summary Trip Report including workflow analysis and business rules data developed during the DTS BP site visit.

Government Furnished Equipment:

SOZA is also equipped to provide on-site support that will require the Services and Agencies to provide facilities adequate to accommodate a large group meeting. The average size facility should accommodate up to 20 participants. On-site facility arrangements will need to be confirmed in advance to secure SOZA services.

SOZA has facilities located in the Washington, D.C. area which are designed to provide adequate support during BP planning and facilitated sessions. The use of these facilities is fee based and requires scheduling in advance. Please contact the POC listed below for details.

Ordering Limitations: Requests must be submitted 90 days in advance of planned visit date

Price Structure: SOZA will perform each Business Process Analysis session on a Firm Fixed Price (FFP) basis. The price varies, based on the number of organizations that the study sponsor requires to be included. The Price Structure is as follows:

Description	Length	Location	Price
Business Process Analysis for 4 organizations within one geographical location.	Varies	Government Site	\$ 5,792.44
Each additional group of 4 organizations within the same geographical location.	Varies	Government Site	\$ 2,159.34

For example, the price for a BP session at a host site with eight tenant organizations would be \$7, 951.78 (\$5,792.44+2159.34), plus travel.

Note: For a commitment of 12 organizations or more from one specific Service or Agency, SOZA will offer a 5% discount from fees stated above. Additionally, discounts may be offered if this service is purchased in conjunction with LCPM.

Travel requirements, as identified, shall be reimbursed to SOZA for transportation, lodging, meals and incidental expenses in an amount not to exceed the maximum per diem rates established by the Joint Travel Regulations (JTR). All SOZA travel shall be pre-approved by the sponsoring Service and/or Agency.

Contractor POC: George Greiling (703) 607-1498 x102, George.Greiling@ps.net

Life Cycle Performance Measurement

Contractor: Soza & Company (SOZA), DAAB15-02-F-0021.

Optional Service: Life Cycle Performance Measurement (LCPM)

Purpose of Service: To provide information, in terms of benefits and costs stratified against specific performance metrics, to use in tracking the actual versus projected results of the implementation of DTS. Performance of the LCPM at a specific location will determine the intangible benefits and cost savings achieved by implementing DTS. Intangible benefits, once identified, can be redirected for mission accomplishment while cost savings directly reduce internal operating costs. In cases where maximum benefits are not being achieved, the post-DTS comparison will identify shortfalls in use of the system for that specific location. The findings from a site LCPM analysis will inform Service and Agency senior management of the effectiveness of their implementation of DTS. These benefits and savings can be used by DoD to justify continued deployment of DTS to additional locations and potentially to other federal organizations outside of DoD who want to derive benefits and cost savings. The LCPM is a tool used to enhance management effectiveness and efficiency of federal resources.

Description: The Life Cycle Performance Measurement (LCPM) is intended to measure the impact of DTS implementation at a particular site. This information allows management to identify the benefits, savings, and potential risks associated with DTS and to make in-course corrections during use of DTS. Continual performance measurement of a new system during the implementation phase of its life cycle constitutes sound resource management and provides senior management with performance results.

LCPM efforts focus on the host and tenant units physically located at the site. Tenant units have a mission separate from the host but receive support services from the host activity. In most cases, tenants have unique travel administration processes that are different from the host organization. The study sponsor will designate the tenant units to be included at each site (pricing varies according to the number of tenant units).

The LCPM is conducted in two phases: pre-DTS and post-DTS. There are four steps to each phase: data collection, data analysis, report preparation, and data management.

Pre-DTS Phase

This phase includes the planning process that occurs before a site implements DTS.

- *Data collection:* The SOZA analysis team obtains information regarding the host and tenant organizations located at the site. The team uses this information to recommend which personnel/organizations at the site should directly participate in the LCPM analysis. SOZA visits with the key personnel of organizations designated to participate in the LCPM effort at the site to identify the process owners at the site and develop the functional process flow for the

location. The team will use this information to develop Site Survey Questionnaires for data collection from survey participants. SOZA will electronically distribute and collect the surveys through the SOZA web site.

- *Data analysis:* SOZA compiles and analyzes the information acquired in the Site Survey Questionnaires to identify the process times and costs required to accomplish each step.
- *Report preparation:* SOZA will prepare a written report for management that identifies the costs of the pre-DTS process that is used at the particular organization(s) and site. SOZA uses this information to estimate the site baseline costs.
- *Data management:* SOZA will store the information that is obtained during the pre-DTS phase on the SOZA web server. Data security is provided with daily and monthly backup of the information to ensure data availability. SOZA uses Compact Disks (CD) as an off line medium for raw and analyzed data to support subsequent inquiries. This information will be available for the study sponsor to review or use, and will not be used for any other purpose without the sponsor's permission.

Post DTS

This phase begins approximately six months subsequent to the implementation of DTS by a site. SOZA will coordinate the timing of the LCPM effort for the post-DTS phase with the site management.

- *Data collection:* Organizations designated in the pre-DTS phase are the key source for the second phase of the data collection effort. SOZA uses the initial information obtained during pre-DTS efforts and identifies those process steps eliminated or reduced in the post-DTS phase. SOZA visits with the key personnel of organizations designated to participate in the LCPM effort at the site to identify the steps that are changed. The team will use this information to develop Site Survey Questionnaires for data collection from survey participants during the post-DTS phase. As before, SOZA will distribute electronic surveys for data collection.
- *Data analysis:* SOZA compiles and analyzes information acquired in the post-DTS Site Survey Questionnaires to identify the process times and costs required to accomplish each step.
- *Report preparation:* SOZA will identify the costs of the post -DTS process that is used at the particular organization and site. SOZA uses this information to compare the baseline identified in the pre-DTS phase to estimate benefits and cost savings. The team will prepare a final site report. This report is a comparative analysis of pre-DTS processes versus post-DTS processes that will result in an estimate of actual benefits and costs savings achieved.

- **Data management:** SOZA will store the information that is obtained during the post-DTS phase on the SOZA web server. Data security is provided with daily and monthly backup of the information to ensure data availability. SOZA uses CDs as an off line medium for raw and analyzed data to support subsequent inquiries. This information will be available for the study sponsor to review or use, and will not be used for any other purpose without the sponsor's permission.

Deliverables: LCPM Report for each site.

Government Furnished Equipment: As indicated above.

Ordering Limitations: Requests must be submitted 90 days in advance of planned visit date

Price Structure: SOZA will perform each site LCPM on a Firm Fixed Price (FFP) basis. The price varies, based on the number of tenant organizations that the study sponsor requires to be included. The Price Structure is as follows:

Description	Length	Location	Price ⁵
Host and two tenant organizations	Varies	Contractor Site	\$34,569.00
Each additional two tenants	Varies	Contractor Site	\$20,596.50

For example, the price for an LCPM of a host site with four tenant organizations would be \$55,165.50 (\$34,569+\$20,596.50), plus travel.

Note: For a commitment of 10 sites or more from one specific Service or Agency, SOZA will offer a 5% discount from fees stated above. Additionally, discounts may be offered if this service is purchased in conjunction with BP.

Travel requirements, as identified, shall be reimbursed to SOZA for transportation, lodging, meals and incidental expenses in an amount not to exceed the maximum per diem rates established by the Joint Travel Regulations (JTR). All SOZA travel shall be pre-approved by the sponsoring Service and/or Agency.

Contractor POC: Richard Pineda, (703) 813-1900, ext 7406, Richard.Pineda@ps.net

⁵ Prices are current through 31 July 2004.

How to Purchase

- Step 1: Complete and print the Optional Services Catalog Order Form (attached)
- Step 2: Contact the POC and determine the amount of travel funds needed.
- Step 3: Fax order form and MIPR funds (MIPR should include estimated travel costs) to the PMO-DTS, Attn: Contracting Officer's Representative (COR), fax – 703-602-8570
- Step 4: Receive confirmation from PMO-DTS
- Step 5: Execution of task order within 3 to 7 working days.
- Step 6: Sign receiving report when service is complete and fax to PMO-DTS as requested in Step 2.

Summary of Optional Services

Description	Price
Training Support	
DTA Course (4-day course)	\$15,947.51
Train the Trainer Course (4 days; 2 each 2-day courses)	\$15,947.51
Train the Trainer Course (4 days; 2-day TTT course + 2-day TTT coaching)	\$15,947.51
User Training Classes at a Service/Agency-designated location (4 days; User's Advance Course, Traveler and/or AO 4-hour basic course combinations)	\$14,760.30
User Training Classes at NGMS (4 days; User's Advance Course, Travel and/or AO 4-hour basic course combinations)	\$11,276.69
Policy Training Support (not including travel)	
Government Travel Policies and Procedures Course (1-day course)	\$2,484.00
DTS Help Desk Course (two ½ day courses)	\$2,484.00
Fielding Support (not including travel)	
3 person, 6 months	\$299,359.34
3 person, 12 months	\$598,716.33
6 person, 12 months	\$1,197,435.01
Base Infrastructure Assessment	\$8,000.00
Business Process Analysis	
Four organizations	\$5,792.44
Each additional four organizations	\$2,159.34
Life Cycle Performance Measurement (not including travel)	
Host and two tenant organizations	\$34,569.00
Each additional two tenant organizations	\$20,596.50

Department of Defense
Program Management Office – Defense Travel System



Optional Services Catalog Order Form

Description	Location	Date		Quantity	Price	Total
		Start	Finish			
Training Support						
DTA Course					\$ 15,947.51	\$
Train the Trainer Course (2 2-day TTT courses)					\$ 15,947.51	\$
Train the Trainer Course (1 2-day TTT course + 1 2-day TTT coaching)					\$ 15,947.51	\$
User Training Classes at a Service/Agency (4 days; User's Advance Course)					\$ 14,760.30	\$
User Training Classes at NGMS (4 days; User's Advance Course)					\$ 11,276.69	\$
Policy Training Support						
Government Travel Policies and Procedures Course (1-day course)					\$ 2,484.00	
DTS Help Desk Course (2 ½-day courses)					\$ 2,484.00	
Fielding Support						
3 person, 6 months					\$ 299,359.34	\$
3 person, 12 months					\$ 598,716.33	\$
6 person, 12 months					\$1,197,435.01	\$
Base Infrastructure Assessment					\$8,000.00	\$
Business Process Analysis						
Four organizations					\$5,792.44	\$
Each additional four organizations					\$2,159.34	\$
Life Cycle Performance Measurement						
Host and two tenant organizations					\$34,569.00	\$
Each additional two tenant organizations					\$20,596.50	\$

TOTAL

Point of Contact _____

Organization _____

Address _____

City _____

State _____

Zip Code _____

Phone _____

Fax _____

E-mail _____

Deliverable Acceptance Form

DELIVERABLE DESCRIPTION:

DATE SERVICES RECEIVED:

DELIVERED TO:

I certify that the goods and/or services described above were received/delivered and meet all the terms and conditions as ordered.

SIGNATURE: _____ **DATE:** _____

NAME: _____

TITLE: _____

ORGANIZATION: _____

PHONE: _____

E-MAIL: _____

Please fax completed form when service is complete or monthly if service continues beyond 30 days.
Fax Number: (703) 602 – 8570 DSN 332 – 8570.